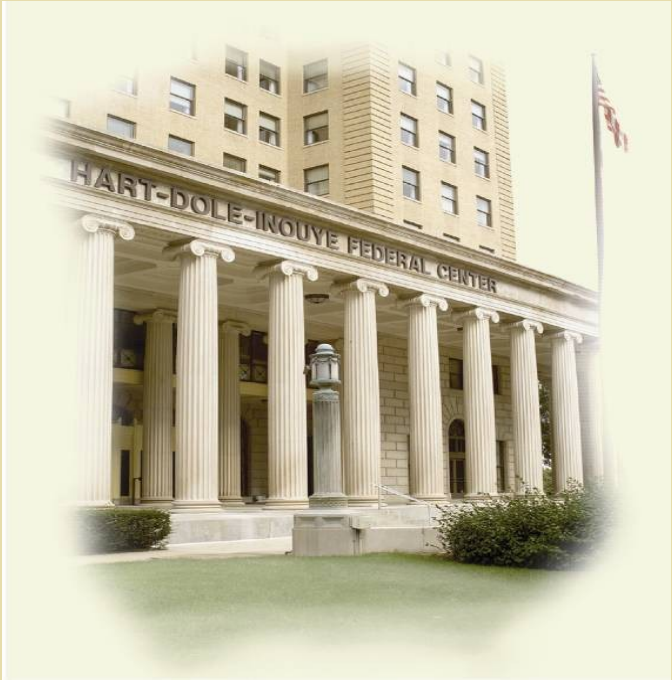
Defense Logistics Information Service

Mission…

To provide interoperable, integrated, quality logistics data and enterprise IT solutions for joint warfighters, the Military Services, the Defense Department, other Federal agencies and international partners in order to optimize the effectiveness and efficiency of the DOD Supply Chain.



Parts Standardization Management Meeting
23 – 26 July 2007
HDI Federal Center, Battle Creek, MI
DLIS-S

Defense Logistics Information Service (DLIS)

Mission… **To provide interoperable, integrated, quality logistics data and enterprise IT s joint warfighters, the Military Services, the Defense Department, other Federal agencie international partners in order to optimize the effectiveness and efficiency of the DOD S**

Business Profile

- Federal Logistics Information System (FLIS)
- Military Engineering Data Asset Locator System
- Technology Mgmt- DLIS / DRMS / DLA-C (Networks / IA / CM / Testing)
- Data Integration (LINK / AV / DESX / Meta Data / Master Data / IDE)
- Environmental Initiatives (HMIRS / ERLS / EPRO)
- Multi-media Information (CD/DVD / On-Line / Tailored Extracts)
- DOD Cataloging & Provisioning Support
- Software Development & Maintenance (Web / Legacy / Contemporary)
- Data Quality
- E-Solutions (CCR / CAGE / IUID / DOD EMALL)
- US National Codification Bureau / NATO AC/135

Scope of Business

- $601.9M DOD EMALL Sales
- 445,862 products distributed i.e. FEDLOG
- 150,930 accounts to online systems
- 11,714 extracts containing over 12.9B records
- 6.9M active NSNs in FLIS
- 42.1M technical data assets indexed in MEDALS
- 52 critical applications / 97 total applications
- 26 NATO and 29 “NCS sponsored” nations
- 344K contacts ann

WORLD
Customer Interaction Center
DLIS-Support@dlis.dla.mil
1-877-352-2255
CLASS

Our Customers

Combatant Commanders…

The Military Services…

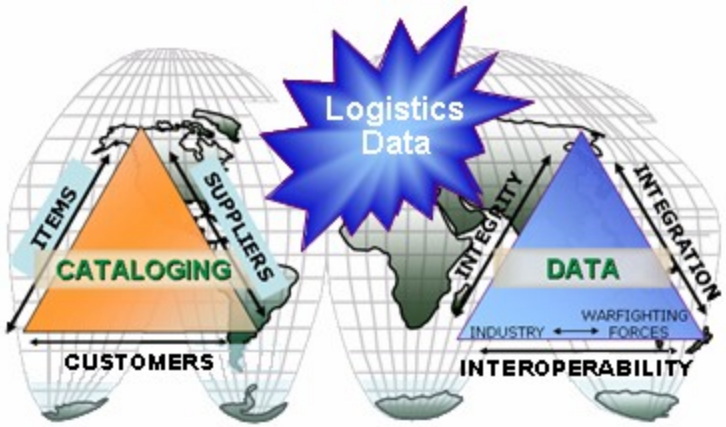
Other Government Agencies

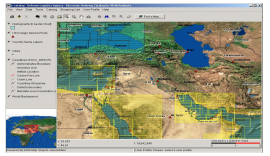
NATO

International

Contractors

Logistics Data… the DNA of the Supply Chain





DLA MAP

FLIS

CCR Central Contractor Registration

Reference Data Environment
RDE

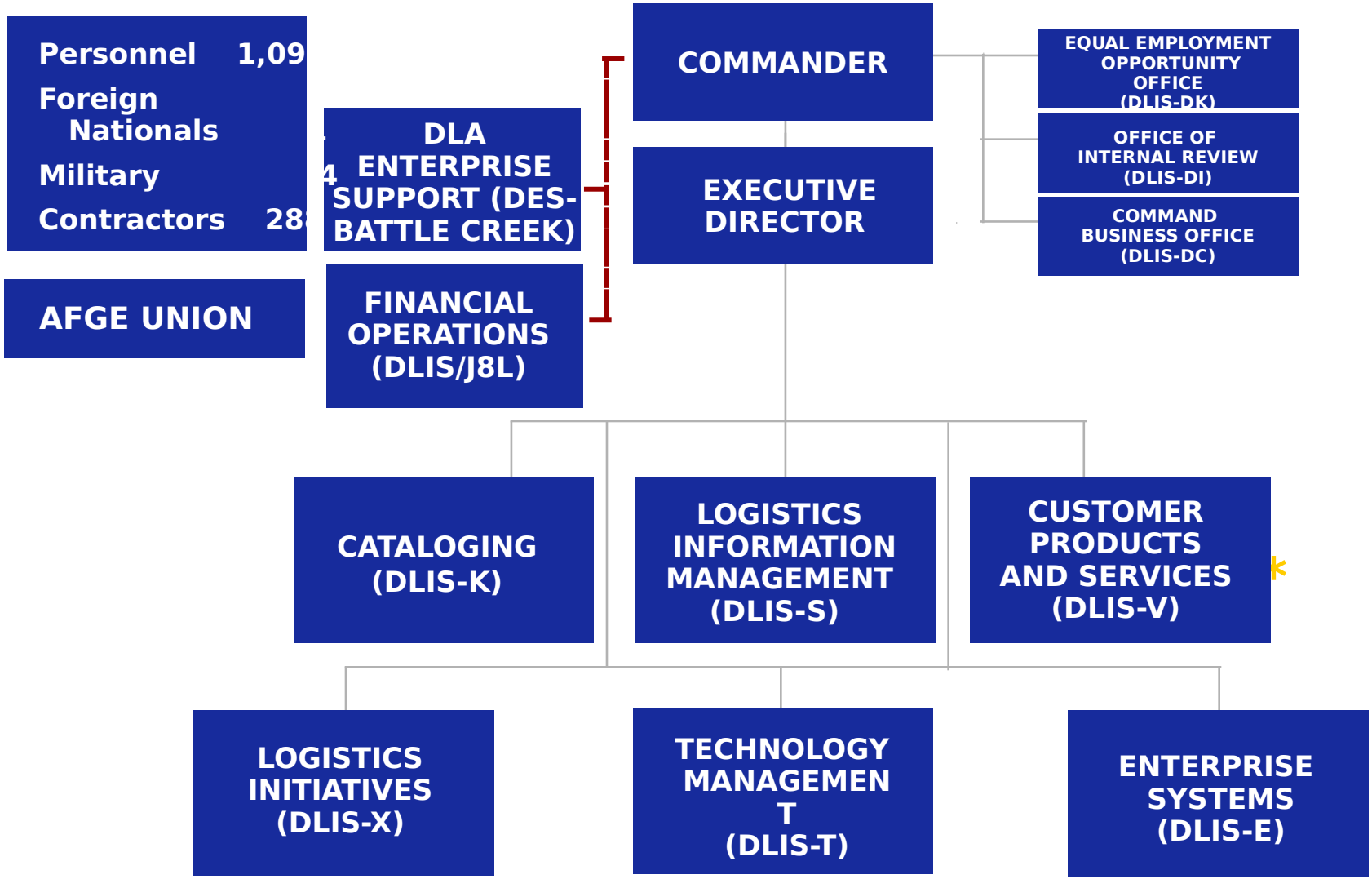
DCAI SYSTEM

Tailored Solutions

LINK

Unique Identification Registry

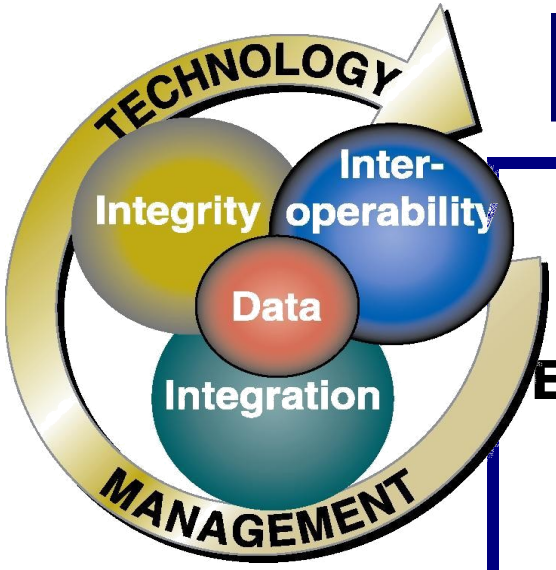
DLIS


Personnel 1,09
Foreign Nationals
Military
Contractors 28
AFGE UNION
DLA ENTERPRISE SUPPORT (DES-BATTLE CREEK)
FINANCIAL OPERATIONS (DLIS/J8L)
COMMANDER
EXECUTIVE DIRECTOR
EQUAL EMPLOYMENT OPPORTUNITY OFFICE (DLIS-DK)
OFFICE OF INTERNAL REVIEW (DLIS-DI)
COMMAND BUSINESS OFFICE (DLIS-DC)
CATALOGING (DLIS-K)
LOGISTICS INFORMATION MANAGEMENT (DLIS-S)
CUSTOMER PRODUCTS AND SERVICES (DLIS-V)
LOGISTICS INITIATIVES (DLIS-X)
TECHNOLOGY MANAGEMENT (DLIS-T)
ENTERPRISE SYSTEMS (DLIS-E)

Leveraging Our Core Competencies = SYNERGY

EMPLOYEE PROFILE

- 43% Hold degrees / 61% Some college
- 71% Over 10 years of service
- 48% Women
- 13% Minorities
- 49 Average age



Core Competencies

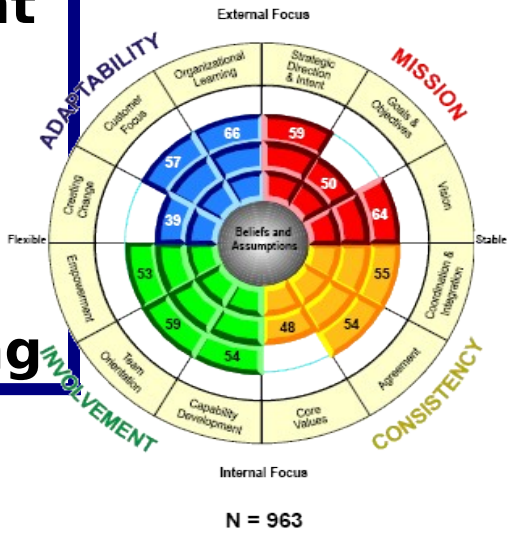
Inter-agency Program Management

Enterprise Data Management

Integrated Logistics

Information Systems

Business Process Engineering



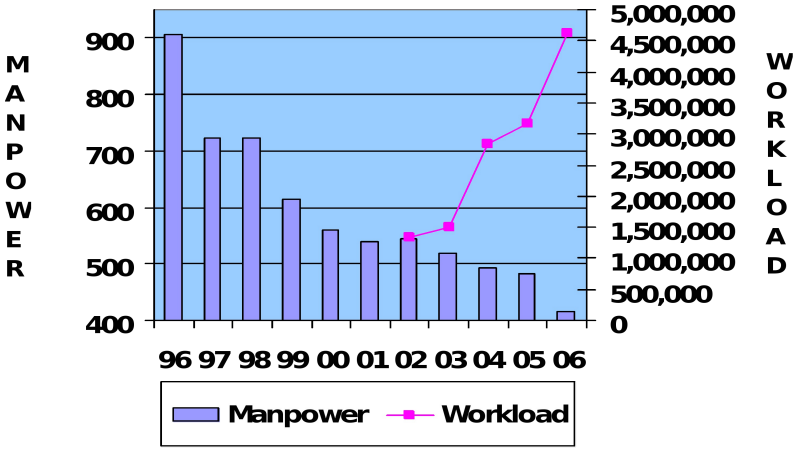
N = 963

Cataloging—Where Logistics Data Begins

Continuous Improvement and We're Not Done Yet…

1952 ***Defense Cataloging Standardization Act***
1 Item = 1 NSN
1962 ***Cataloging Mission to DLA***
1997 ***Cataloging Consolidation at DLIS***

DOD Centralized from 14 Activities to 1 in 2000
Ahead of Schedule and $104M in Savings



Federal & International Customer Base
Rapidly Expanding

MILITARY SERVICES

FEDERAL AGENCIES
*** FAA * GSA * NWS * NGA**

INTERNATIONAL
55 Countries

Partnership with Industry-
They are adopting Our
"Global Best Practice"

ISO International Organization for Standardization

Cataloging …Where Logistics Data Begins

Development | In-Storage | In-Transit | In-Theater | Disposal

NSN THE KEY TO LOGISTICS

Customer Benefits

- Lower Acquisition Costs
- Decreased Weapon System Fielding Time
- Eliminates Redundant Items and Associated Sustainment Costs
- Links Together Logistics Information for Life Cycle Support
- Increased Interoperability, Integration and Integrity

Warfighter Support – What our customers are saying…

"Thanks to DLIS efforts, we're able to get a new system engaged in Global War on Terrorism…. that enables them to sustain enhanced capability… I can't thank you enough … ABSOLUTE PROFESSIONALS!"

Quoted from Capt Richard Scott, WPAFB

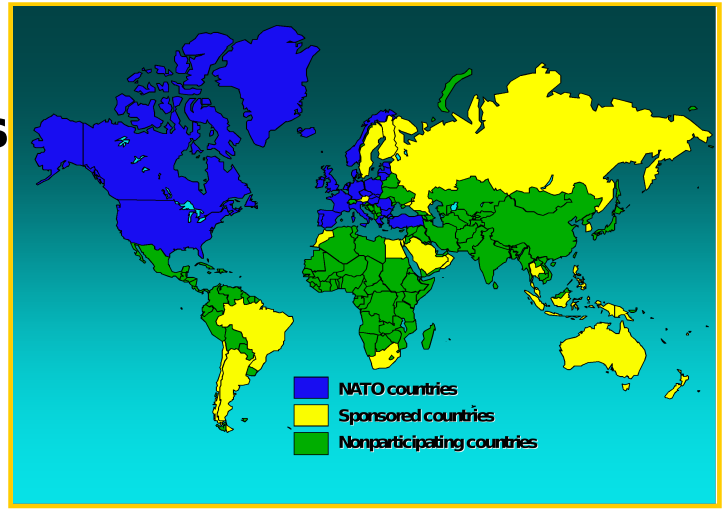
"Great job…that's the fastest NSN turnaround I've ever seen in my 25 years in technical!"

Quoted from John Woloszyn, DSCP

International Cataloging

- **NATO Codification System (NCS)**
  - **Based on US rules & standards**
  - **55 nations**
  - **Key to logistics interoperability**
  - **Future is eOTD (ISO 22745/8000)**
  - **NATO Allied Committee 135 manages NCS**

- **DLIS Services Provided**
  - **US Codification Bureau**
  - **In-theater cataloging support/ training**
  - **NCB College (8th year)**
  - **Cataloging pubs in 17 languages**



Improved Ribbon Bridge

1070F HET

SCREW,MACHINE =Sroub, montázní =SCHROEF, MACHINE =SCHRAUBE, SCHLITZKOPF=VITE PER METALLO =WKRĘT DO

Logistics Information Management

- **Federal Catalog System (FCS)**
  - **Procedures, policy, tools**
- **Federal Logistics Information System (FLIS)**
  - **6.9M NSNs and associated data elements**
- **eBusiness Systems**
  - **CCR / CAGE, FedReg, IUID**
  - **DOD EMALL**
- **Environmental Systems**
  - **Environmental Reporting Logistics System (ERLS)**
  - **Hazardous Materials Information Resource System (HMIRS)**

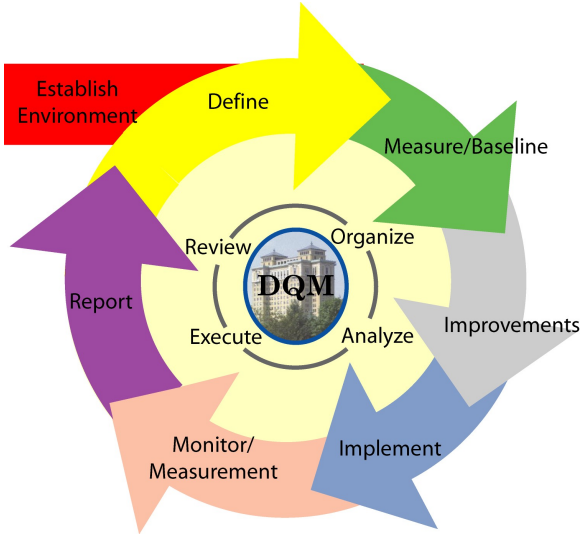
DEMIL Coding

- **Mission - Validate DEMIL Codes**
- **Functions**
  - **Review all new and existing NSNs**
  - **DEMIL Challenge Program**
  - **Special Projects: Department of State, Department of Commerce and Law Enforcement Agencies**
- **Metrics**
  - **1-10 day response times**
  - **2.7 Million NSNs reviewed**
  - **99% DEMIL coding accuracy**
- **Customers**
  - **MOAs (DRMS, FAA, USPS, DLA ICPs, NATO, AF, Navy - MC Tentative)**
    - **Coding Permissions**
    - **Allows DLIS to change DEMIL Codes overnight - real time data**
  - **MOU: Army – DEMIL Codes Changed 10 days after DLIS Review**

Data Quality Methodology

The Process

People
Process
Technology



Accuracy

Consistency

Currency

Completeness

Action Plan

Define – Identify Data Issues

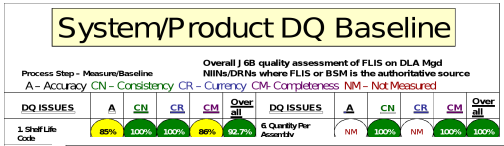
Measure – Apply appropriate metrics.

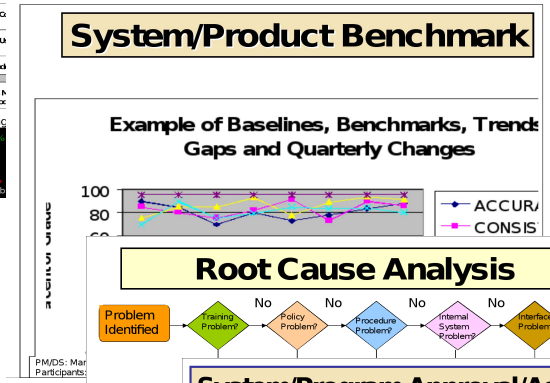
Improvements – Address needed enhancements.

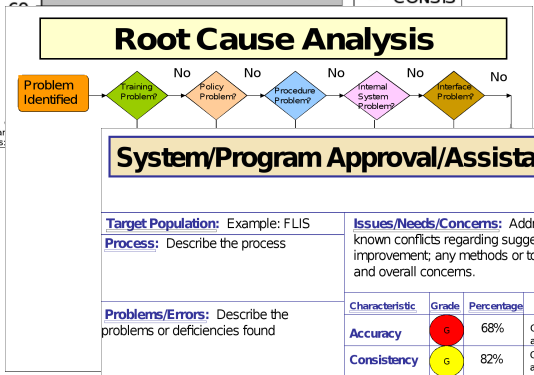
Implement – Initiate approved changes/corrections.

Monitor – Re-measure for effectiveness.

Report – Document

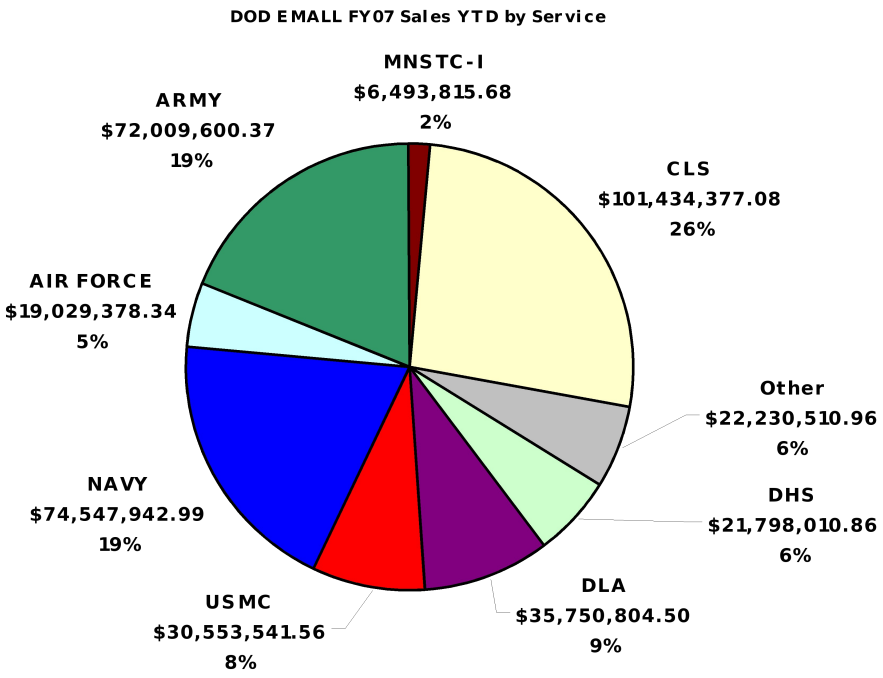






The Results

DOD EMALL



Order and Customer Statistics

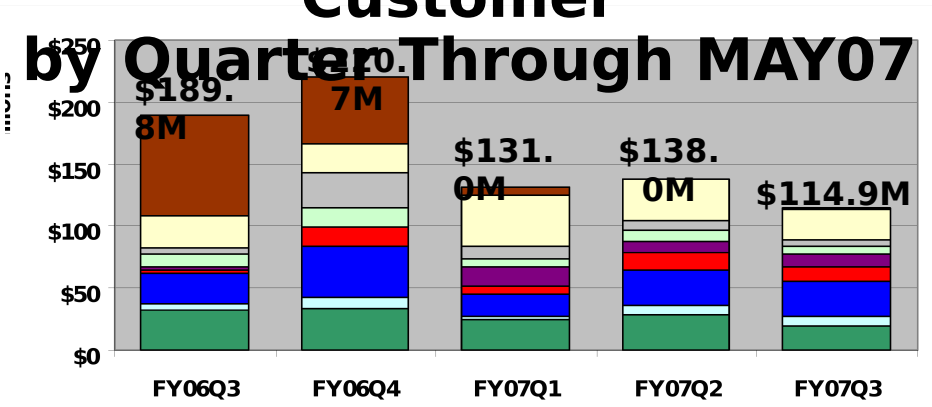
Actual Cumulative Orders: May07 = 881K

Catalogs on DOD EMALL: May07 = 1,431

DOD EMALL Customers: May07 = 42,991

DOD EMALL Buyers: May07 =

DOD EMALL Order Value by Customer by Quarter Through MAY07



Agency	FY06 Actual	FY07 Actual to Date
MNSTC-I	$169.9	$6.5
Non-MNSTC-I	$432.1	$377.4
CLS	**$131.1**	**$101.4**
Other	**$42.0**	**$22.2**
DHS	**$40.1**	**$21.8**
DLA	**$3.9**	**$35.8**
USMC	**$20.0**	**$30.6**
NAVY	**$79.7**	**$74.5**
AIR FORCE	**$15.7**	**$19.0**
ARMY	**$99.4**	**$72.0**
TOTAL	$601.9	$383.8

Customer Products and Services

- **We manage and market DLIS programs/products**
  - **FED LOG…Federal Catalog of the inventory**
  - **DLA Map Catalog…Point & click ordering of world-wide maps**
  - **WebFLIS…On-line access to real time updates to FLIS via the Web**
  - **DEMIL…Bi-monthly CD product that links DEMIL code to NSN**
  - **MEDALS…Index of DOD tech drawings and storage locations**
  - **UDR…Commercial & DOD view of medical supplies**
  - **Tailored Data Products…customized products that meet the customers**

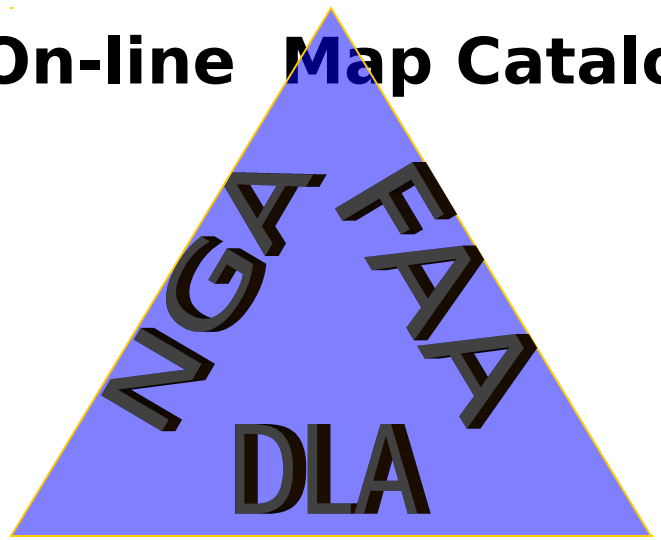
    logistics informational needs

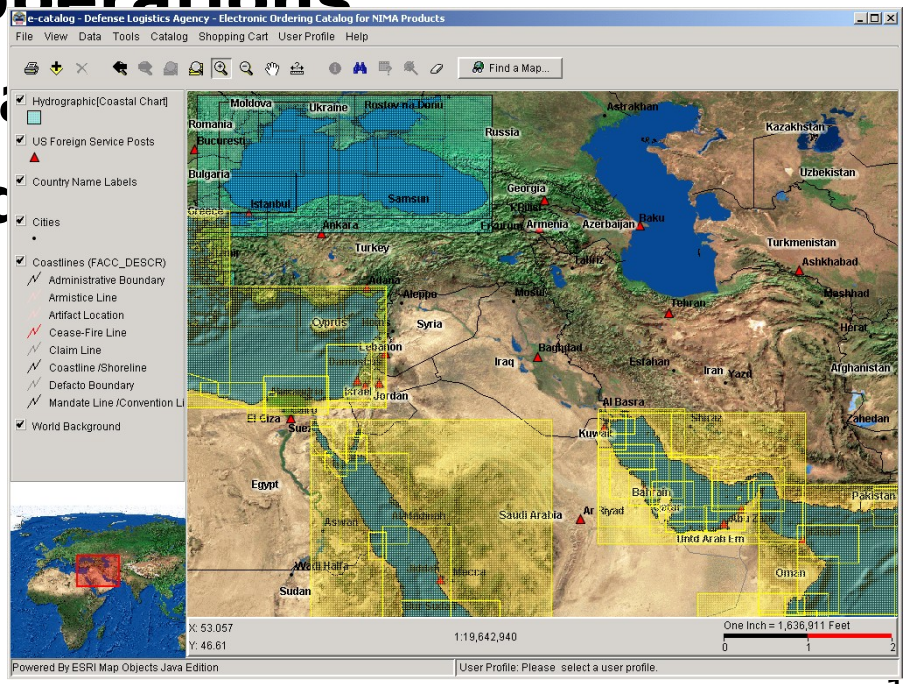
- **We provide services that support all DLIS products**
  - **Customer Training…classroom, distributed learning, CBT, web-based**
  - **Battle Creek Customer Interaction Center responds to customer queries**

    for all of DLA's business processes…around the clock

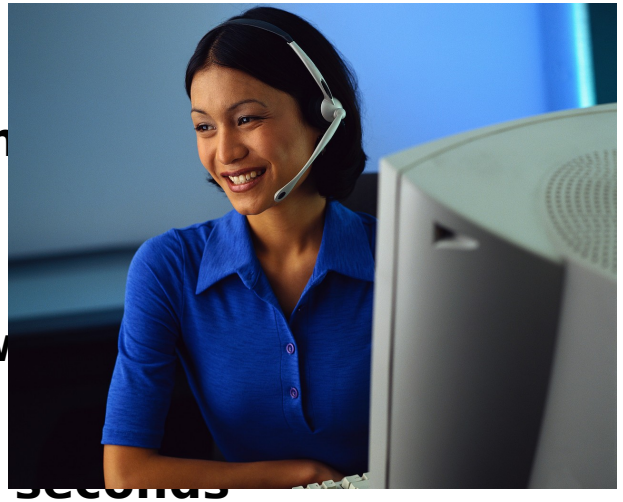
DLA Map Catalog

- **Map identification and ordering tool**
- **6,000 catalogs to 4,000 military customers**
- **1,200 classified catalogs to 900 military customers**
- **Supports all military operations**
- **Public Sale catalog ava**
- **On-line Map Catalog d**



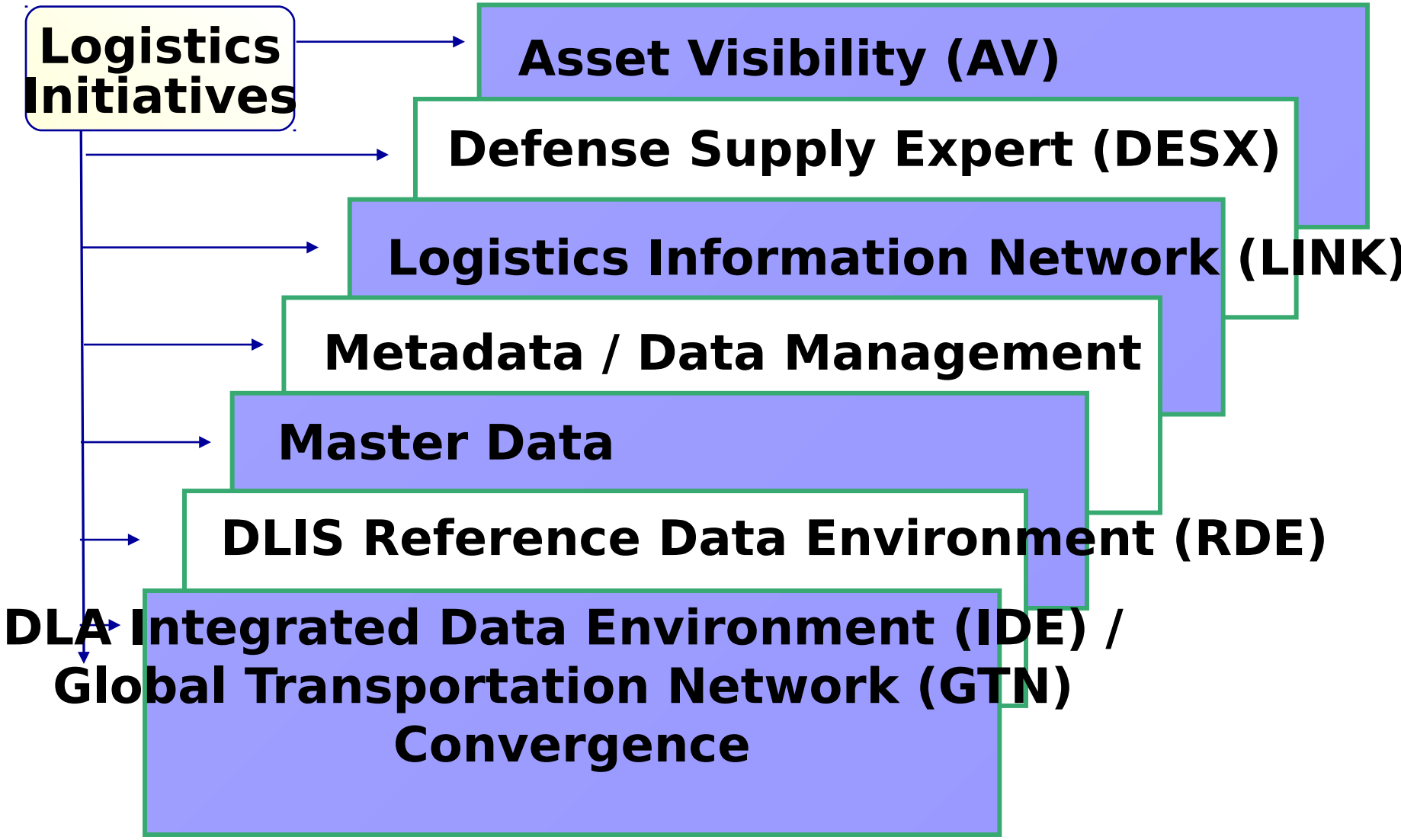


Battle Creek
Customer Interaction Center (CIC)

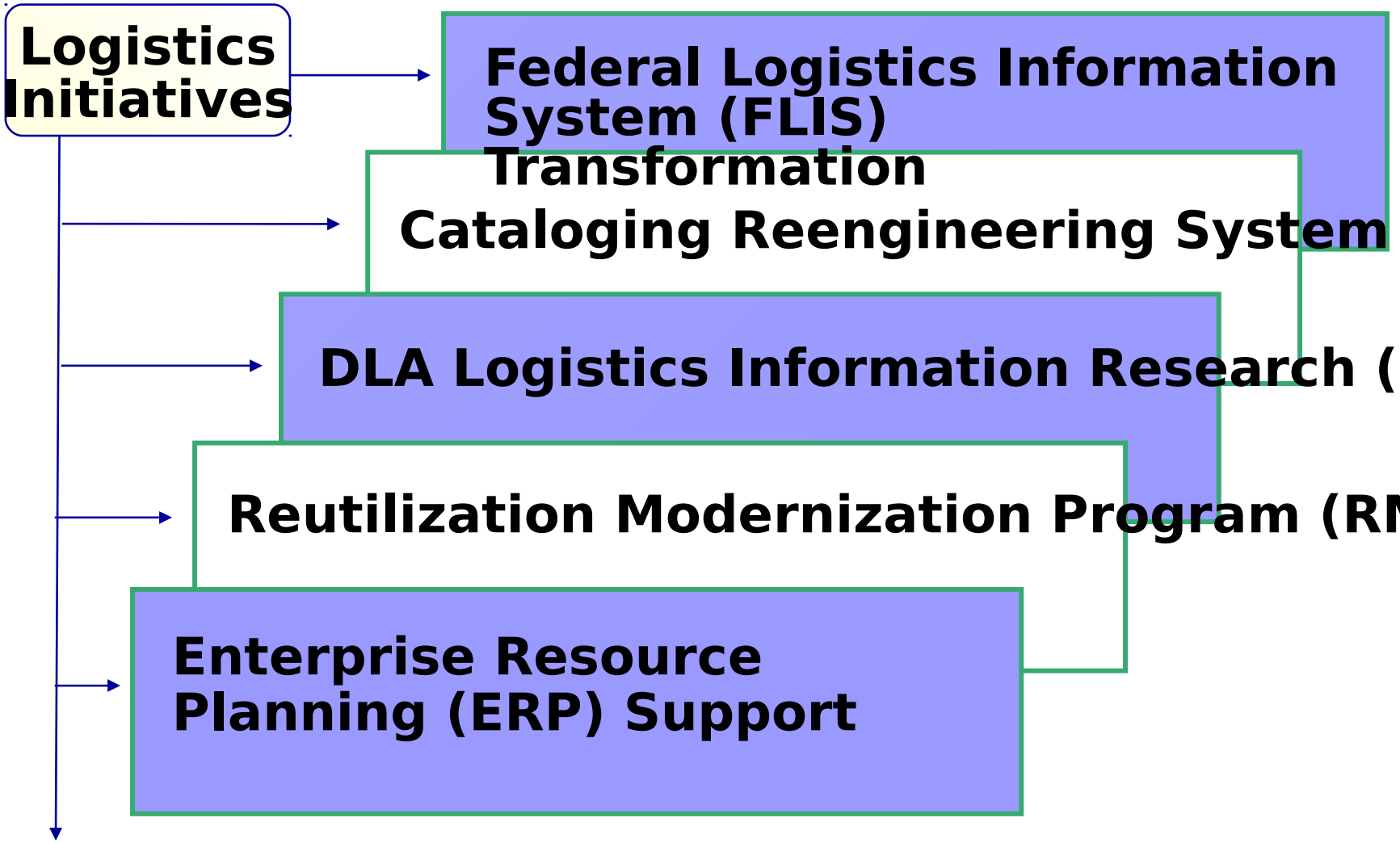


- The Federal Center's CIC roots go back to th
- Started as a 24/7 operation right after 9/11
- Answers over 2,000 calls per day (M-F)
- Receives 70% of DLA Enterprise calls worldw
- Maintains World Class metrics
  - Average Speed to Answer…less than 30 seconds
  - Service Level… 80% of calls answered in less than 30 seconds
  - Abandon Rate….less than 2% hang-ups while waiting for service
- Receives kudos from all Military Services, most Federal Agencies and hundreds of contractors
- CIC agents are Peckham contractors who place employees from the National Institute for the Severely Handicapped (NISH)

Logistics Initiatives


Logistics Initiatives
Asset Visibility (AV)
Defense Supply Expert (DESX)
Logistics Information Network (LINK)
Metadata / Data Management
Master Data
DLIS Reference Data Environment (RDE)
DLA Integrated Data Environment (IDE) / Global Transportation Network (GTN) Convergence

Logistics Initiatives


Logistics Initiatives
Federal Logistics Information System (FLIS) Transformation
Cataloging Reengineering System (C
DLA Logistics Information Research (DI
Reutilization Modernization Program (RMP
Enterprise Resource Planning (ERP) Support

Enterprise Systems

Providing Best Value IT Solutions

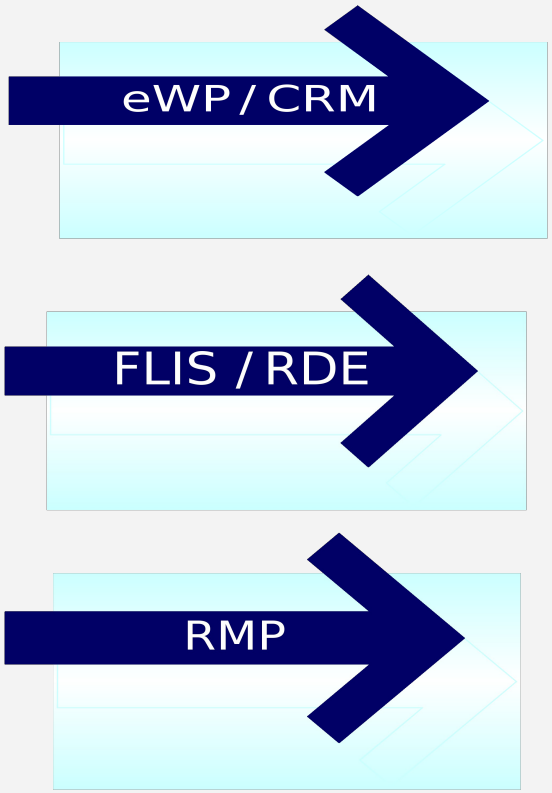
Emerging Systems

Technical Advice & Oversight

Process Reengineering

Knowledge/Skill Development

Risk Mitigation



System Sustainment

System Changes & Enhancements

Problem Resolution

Customer Support/Assistance

Contractor Technical Oversight

Technology Management

INFORMATION ASSURANCE

INFRASTRUCTURE

COMMUNICATIONS

DLA ENTERPRISE SUPPORT

Providing

Interoperable and Integrated IT Solutions

IT HELP DESK

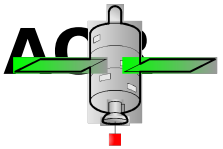
CONFIGURATION MANAGEMENT

TESTING

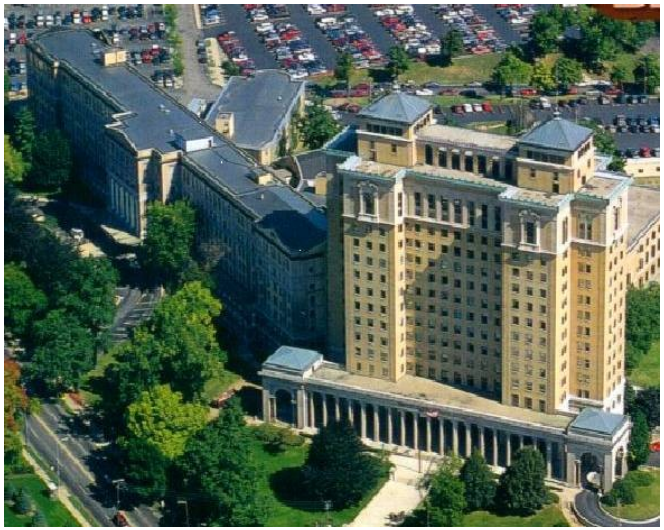
METRICS PBA MANAGEMENT

Support Of Contingency Operations

- **Primary Service Provider (PSP) responsible for IT support solutions for DLA Contingency Operations Worldwide**
- **Broadband Satellite Communication (SATCOM) voice/data connectivity in the AO**



HDI FEDERAL CENTER BATTLE CREEK



FORWARD DEPLOYED OPERATIONS

Data is the DNA …